

# UnitedHealthcare Community Plan of Minnesota

## Behavioral Health Quick Reference Guide

Here is a QRG and FAQ that provides information and resources for Intensive Residential Treatment Services (IRTS) Providers working with UnitedHealthcare Community Plan of Minnesota families and children and MinnesotaCare.



### Provider Express

[providerexpress.com](https://providerexpress.com)

**Provider Express is your primary resource for claim submittal, practice updates, information about new initiatives and programs, finding guidelines, manual(s), newsletters, etc.**

**Available 24 hours a day / 7 days a week**

- Through secure [Transactions](#) (requires One Healthcare ID):
  - Submit and check status of claims
  - Make claim adjustment requests
  - Check member eligibility and authorization requirements
  - Update practice information
  - Register for Optum Pay, including Electronic Funds Transfer
- Provider Express Support Center: **1-866-209-9320**



### Provider Services

Call **1-877-440-9946** to answer questions regarding:

- Benefits and eligibility
- Claim decisions
- Billing
- Forms required for services
- Clinical care models and prior authorization

**Tip:** You also can get answers at:

[UHCprovider.com/MNcommunityplan](https://UHCprovider.com/MNcommunityplan)  
[Welcome Minnesota \(providerexpress.com\)](https://providerexpress.com)



### Behavioral Health Provider Relations

[nmMN \(providerexpress.com\)](https://nmMN.providerexpress.com)



### EDI claims

To submit claims using EDI, use Payer ID 87726.



### Electronic Payments & Statements

Call **1-877-620-6194**

Or go to:

[Claims, Billing and Payments | UHCprovider.com](#)  
[Electronic Claim Submission and Electronic Data Interchange \(providerexpress.com\)](https://providerexpress.com)



### Interpreter services

**Language Interpretation Line:** Call **1-888-225-6056** Client ID **209677**, 24/7 for help with more than 240 non-English languages and hearing-impaired services.

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## Minnesota IRTS FAQ

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**Q: What does IRTS stand for?**

A: Intensive Residential Treatment Services

**Q: What Services are in scope for an IRTS Provider?**

A: [Mental Health Services - Intensive Residential Treatment Services \(IRTS\) \(state.mn.us\)](#)

**Q: Where do I find my reimbursement rate as an IRTS Provider?**

A: [IRTS Provider Rates - CY2023 \(4.12.23\) tcm1053-557866.pdf \(mn.gov\)](#)

**Q: Where can I find a list of current IRTS Providers?**

A: [Service rates information / Minnesota Department of Human Services \(mn.gov\)](#)

**Q: Where can I find information about IRTS and being an IRTS Provider?**

A: [Mental Health Services - Intensive Residential Treatment Services \(IRTS\) \(state.mn.us\)](#)

**Q: Does Optum require a Prior Authorization for IRTS?**

A: Yes. Optum requires you obtain Prior Authorization for IRTS. You can request Prior Authorization by calling 1-877-440-9946

**Q: What should I do if I rendered IRTS to a member without a Prior Authorization?**

A: Please call 1-877-440-9946 for information on how to request a Retrospective Review/authorization.

**Q: How should I bill my IRTS claims to be reimbursed correctly?**

A: All claims should be billed on the 837p form. These claims should be billed using your Type II NPI in box 33.

Rendering Provider Type I NPI should not be used to bill.

The service location listed on the claim must be contracted with Optum for IRTS and under a Facility Contract.

Any provider submitting a claim for IRTS must be an approved IRTS provider by the Department of Health Services (DHS.)

HCPC H0019 is the Intensive Residential Treatment Services contracted code and should be on the submitted claim form.

While you may bill Revenue Code 1001 to Optum, this code is reimbursed directly by DHS.

For additional claims tips and training, please visit these links on Provider Express:

[Training \(providerexpress.com\)](#)

[Video Channel \(providerexpress.com\)](#)

[Welcome Minnesota \(providerexpress.com\)](#)

**Q: How do I know if I am contracted to provide IRTS?**

A: To verify if a provider is currently contracted with Optum please call the Provider Services Line at **1-877-614-0484** or your assigned provider advocate for more information on network status.

[nmMN \(providerexpress.com\)](#)

**Q: What UnitedHealthcare Lines of business can a contracted IRTS Provider bill a claim and receive reimbursement for?**

A: UnitedHealthcare Community Plan of Minnesota

**Q: Who do I contact if I am not receiving the correct IRTS rate?**

A: Please contact your assigned Provider Advocate [nmMN \(providerexpress.com\)](#)